



## CASE STUDY

# Asnuntuck Community College and TÜV Rheinland

## Asnuntuck Community College (ACC) Becomes One of the First ISO 9001:2015 Certified Community Colleges in the United States

### CLIENT PROFILE



Asnuntuck Community College, based in Enfield, CT, was established in

1969 by an act of the Connecticut state legislature as the twelfth institution in the Connecticut state community college system. The mission of ACC is to offer quality education in an accessible, affordable, and nurturing environment. The College fulfills its mission by:

- Offering associate degree and certificate programs for transfer opportunities, career preparation and enhancement, and lifelong learning.
- Providing individualized support services to develop critical thinking skills, strengthen self-confidence, and foster personal growth.
- Supporting community and workforce development with business, industry, and community partnerships.

The Advanced Manufacturing Technology Center (AMTC) at Asnuntuck Community College began in 1998 by offering an Advanced Manufacturing Machine Technology Certificate and later expanded to offer an Advanced Manufacturing Welding Technology Certificate and an Advanced Manufacturing Electro-Mechanical Technology Certificate. In 2014, the AMTC was accredited by the National Institute for Metalworking Skills (NIMS), demonstrating the quality of their program to students and employers.

Best Colleges has ranked Asnuntuck Community College among the best community colleges in the state of Connecticut for the past two years.

### BUSINESS CHALLENGE

AMTC Director Frank Gulluni and ACC President Dr. James P. Lombella first envisioned the AMTC becoming ISO 9001 certified in 2014 after the AMTC received its credentials from NIMS. Many factors drove the leadership at Asnuntuck Community College to seek certification for the institution, including:

- Enhancing relationships with aerospace and other industries.
- Marketing initiatives to enroll more students in the AMTC program.
- Increasing student job placement percentage through the Advisory Board Process.
- Implementing a quality management system to improve AMTC processes.
- Improving systematic flow of documented information.
- Standardizing and aligning processes consistent with the leadership vision.
- Standardizing course syllabi and teaching methods between and among instructors.

Because of his prior experience as the Director of Quality Assurance at the Wright Line LLC division of Eaton Corporation, Muhammed Awais, Business and Industry Instructor at ACC, was asked to take the lead in implementing ISO 9001:2015 certification as a Quality Assurance Coordinator. Mary Bidwell, AMTC Dean, and Gary Zweifel, Manufacturing Liaison, were also part of the internal certification team.



AMTC initially hired a consultant who provided a two-day training seminar in August 2014 based on the ISO 9001:2008 standard. In 2016, AMTC conducted Internal Audit training for fourteen AMTC staff using the ISO 9001:2015 standard. Muhammed Awais and Gary Zweifel were familiar with the ISO 9001:2008 standard, but they realized that considerable time and effort were still needed to understand and apply the newer ISO 9001:2015 clauses.

#### RESULTS

While there were many alternative certification bodies considered, Asnuntuck Community College chose to work with TÜV Rheinland of North America because of a recommendation from a business acquaintance of Muhammed Awais, and also because of TÜV Rheinland of North America's competitive certification cost and location to Asnuntuck Community College.

Once Awais and the rest of the Quality Assurance team began the certification process, they were impressed by their interactions with TÜV Rheinland's staff.

"The audit process and the formal Management Review sessions provided guidance to meet strategic objectives," explained Awais. "This helped everyone learn and accept the ISO 9001:2015 culture."

Awais specifically recognized the competence and professionalism of David Morin, Regional Sales Manager, Tina Augusta, Senior Audit Project Coordinator/Operations Representative, and Brent Smith, TÜV Rheinland of North America's ISO 9001:2015 Auditor, in the successful completion of their ISO 9001 certification audit. Awais and the rest of the Advanced Manufacturing Technology Center (AMTC) at Asnuntuck Community College would recommend TÜV Rheinland of North America's Management System Certification services, as the "help and guidance were crucial to AMTC being certified."

Already, Awais said, "leaders and staff are seeing the value of standardized documents and information being easily accessible in one location, which leads to better communication and continual improvement of AMTC processes."

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